JOB DESCRIPTION

Title: **COMPUTER SUPPORT/DATA ANALYST**
Department: Fire
Class Code: 6655
FLSA Status: Non-Exempt
Effective Date: September 27, 2004 (Revised 10/2008)
Grade Number: 14

GENERAL PURPOSE:

Under supervision from the Office Manager, is expected to create or improve computer technology and application systems to increase fire department capacity and achieve department goals.

EXAMPLE OF DUTIES:

*-- Extracts data from fire department computer software programs; analyzes current reporting and records processes and provides detailed and summary reports; assists in determining strengths and weaknesses in fire department operations and makes recommendations to the fire chief.

*-- Collects, prepares, and transmits department statistical data to outside government agencies and ensures that the extracted data meets established formatting guidelines as required; develops simple queries and maintains them; produces various reports using Crystal Reports.

*-- Attends various meetings to coordinate information and works with MIS to determine the best suited technology-based systems for fire department needs, including V.E.C.C. dispatching, and Murray City GIS department to develop maps for the department.

*-- Provides advice on the appropriate use and access of computer programs; interprets detailed data and develops accurate, meaningful, and reliable reports in a timely manner; trains assigned employees on project-related data procedures and guidelines.

*-- Makes recommendations for purchase of hardware, software, and computer-related equipment supplies; maintains equipment inventory and maintenance records.

*-- Works with MIS to install computer software programs and in making minor configuration changes to printers, terminals, personal computers, etc.; investigates and follows up with MIS personnel on complex hardware, software and communication problems.

*-- Coordinates the set up and maintenance of all technology-based systems, including video conferencing, facility security access system, and mobile communication devices.

*-- Edit and maintain fire department web site based on city guidelines.

*-- Performs related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

-- Associates degree from an accredited college or university in Computer Science, Information Systems, or related field plus two (2) years of PC operating systems, or any equivalent combination of education and experience.

Special Requirements

-- Working knowledge of Crystal Reports is essential within 6 months of hire date.

-- Demonstrate initiative and exhibit a "can do" positive attitude.

-- Ability to work individually as well as with other team members.

-- Ability to work under stress and time deadlines.

Necessary Knowledge, Skills and Abilities

-- Considerable knowledge of SQL server data base and computer information systems; must have thorough knowledge of computer fundamentals, software programs, terminals, printers, and related equipment.

-- Ability to resolve problems, be capable of thorough research, and develop alternatives and solutions.

-- Considerable knowledge in windows based software applications, including, but not limited to Microsoft Word, Excel, Access, Powerpoint, Word Perfect, Quatro Pro, and Visio.

-- Some knowledge of basic mathematics, graphing, and inventory management.

-- Ability to understand, actively learn and apply new technologies.

-- Possess strong analytical and communications skills; detail-oriented with the ability to multi-task.

--   Ability to understand follow written instructions, explain technical materials in layman terms, and develop effective working relationship with co-workers, outside agency associates, and administration.

TOOLS & EQUIPMENT USED

--   Personal computer and related equipment, phone, copy machine, fax machine, network and server equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

--   While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands to finger, handle, or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to walk.

--   The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

--   Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE:_____

EMPLOYEE'S SIGNATURE: _____ DATE:_____

H. R. DEPT. APPROVED BY: _____ DATE:_____

*Essential functions of the job.